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2015-77-018  
255195  
Phone: 803-896-5100  
Fax: 803-896-5199  
www.psc.sc.gov

## Individual Complaint Form

PSC SC  
CLERK'S OFFICE

Print

Date: \_\_\_\_\_

### Complainant or Legal Representative Information:

\* Required Fields

Name \* David and Patricia Campbell  
Firm (if applicable) \_\_\_\_\_  
Mailing Address \* PO Box 107  
City, State Zip \* Ballentine, SC 29002 Phone \* 803-781-8656  
E-mail \* dcampbell70@sc.rr.com

Name of Utility Involved in Complaint: \* Carolina water (Utilities Inc)

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

### Type of Complaint (check appropriate box below.) \*

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments            | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service             | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue                        | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) _____ |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☐ No

Name of  
ORS Contact: Brad Kirby and Willie Morgan

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

According to Care Specify notice under Docket 2013-275-WS, Carolina Water Service and Utilities Inc are not required to notify customers of increases. This is per their request and approved by the PSC.

Why would the PSC approve such a request is beyond us as it gives the company a free reign and leaves the poor consumers trying to figure out why their bill suddenly increased \$18.00 and no explanation. Nor did the company give any when called by this party. I spoke w/ several agents at Carolina Water and basically they told me that "we did not have to know and they weren't required to notify anyone."

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

Carolina Water and Utilities should be REQUIRED to notify all customer of type of increase by LETTER which explains clearly the reasons for increase, even if the reason is passing along pro rata.

\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Richland )  
 )

### VERIFICATION

I, David Campbell/ Patricia Campbell verify that I have read my complaint filed on Feb 16, 2015  
Complainant's Name \* Date \*

and know the contents thereof, and that said contents are true.

Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	